

POSITION DUTY STATEMENT

PM-0924 (REV 06/2018)

CLASSIFICATION TITLE Transportation Eng Tech	OFFICE/BRANCH/SECTION 02/MTCE & OPS/Office of Traffic Management	
WORKING TITLE TMC Operator	POSITION NUMBER 902-367-3175-xxxx	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to provide a safe, sustainable, integrated, and efficient transportation system to enhance California's economy and livability. Caltrans is a performance-driven, transparent, and accountable organization that values its people, resources and partners, and meets new challenges through leadership, innovation and teamwork.

GENERAL STATEMENT:

Under the general supervision of the Chief, Traffic Management Office, the incumbent will provide the following duties: acts as a support member for the Transportation Management Center (TMC) monitoring and evaluating rural highway and freeway system operations, minimizing delay caused by non-recurrent congestion, and providing timely and accurate en-route traveler information; assists dispatching in the District Communication Center; assists in preparing Traffic Management Plans (TMP) and Traffic Index (TI); acts as a support member for the Census Program in collecting traffic counts. This position periodically requires a change in work hours and days of the week including nights, weekends, holidays, and is subject to after-hour call outs. This position provides Traffic Management support on SB 1 funded projects to repair and maintain state highways and bridges and local street roads.

CORE COMPETENCIES:

As a Transportation Eng Tech, the incumbent is expected to develop the following competencies as described below in order to successfully perform the essential functions of the job, while adhering to and promoting the Department's Mission, Vision, Values, and Goals.

- **Analytical Skills:** Approaches problems using a logical, systematic, and sequential approach. Weighs priorities and recognizes underlying issues. (System Performance - Teamwork)
- **Communication:** Expresses oneself clearly in all forms of communication. Gives feedback and is receptive to feedback received. Knows that listening is essential. Keeps others in the Division and other functional units informed as appropriate. (Organizational Excellence - Integrity)
- **Decision Making:** Makes critical and timely decisions. Takes charge. Supports appropriate risk. Makes challenging and appropriate decisions. (System Performance - Innovation)
- **Interpersonal Effectiveness :** Effectively and appropriately interacts and communicates with others to build positive, constructive, professional relationships. Tailors communication style based on the audience. Provides and is receptive to feedback. (Organizational Excellence - Integrity)
- **Problem-solving and Decision-making :** Identifies problems and uses logical analysis to find information, understand causes, and evaluate and select or recommend best possible courses of action. (Sustainability, Livability and Economy - Innovation)
- **Reliability:** Ability to demonstrate dependability in meeting commitments, and providing a consistent work product. Takes responsibility for individual actions in order to meet deadline demands. (Organizational Excellence - Commitment)
- **Teamwork/Partnership:** Develops, maintains, and strengthens partnerships with others inside or outside of the organization through effective communication and collaboration. (Safety and Health - Teamwork)

TYPICAL DUTIES:

Percentage Essential (E)/Marginal (M) ¹	Job Description
60% E	<p>Work as a District TMC support member. Monitor and analyze real time traffic and highway data through the District's Closed Circuit Televisions (CCTV), Roadside Weather Information Systems (RWIS), California Highway Patrol Computer Aided Dispatch (CHP CAD), Transportation Management Computer Activity Logger (TMCAL), CHP Radio, Caltrans Dispatch, and other inputs. Prepare and disseminate timely and accurate traveler information messages on various TMC devices and public information outreaches including changeable message signs (CMS), highway advisory radios (HAR), public information hotlines and District web pages. Closely coordinate with District dispatch, CHP, and other Caltrans and state TMC's. Records and maintains logs of TMC activities. Attends TMCAL HQ meetings and maintains TMCAL reference files.</p> <p>Operate various equipment and software in the TMC such as IRIS, SOCCS, HAR software, Lane Closure System (LCS) database, Caltrans Highway Information Network (CHIN) system, District weather information system, CHP CAD, telephone, Caltrans 2-way radio system and fax.</p>

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15%	E	Assist in District Communication center as a backup dispatcher. Transmit and receive highway condition information to/from Headquarters, CHP Dispatch Centers and other Districts utilizing fax machines, e-mail and the CHP CAD (computer aided dispatch, receive only) regarding closures, one-way traffic controls and critical incidents.
10%	E	Assist the District Traffic Manager in the preparation of Traffic Management Plans (TMPs) for major District projects with complex traffic handling issues and/or significant delay. Defines plan to address traffic impacts.
5%	E	Serve as a backup to the Traffic Census Coordinator in field operations to collect traffic volume data and in the processing of the data when regular Census personnel are not available.
5%	E	Provide input, produce documents and maintain records related to the planning, programming, and implementation of future expansion, development and evolution of the TMC; including Intelligent Transportation System (ITS) field elements, to encompass the State highway system in District 2.
5%	M	Represent the District in event strategy meetings, with internal, local, allied, and private entities, providing system wide transportation management strategies to help alleviate congestion and manage incidents.

¹ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.

MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS

Will be supervised by the Chief, Office of Traffic Management Branch, a Senior Transportation Engineer. This position does not have supervisory responsibilities, however will act in a support member capacity with staff in the TMC, Dispatch Center, and Census Program.

KNOWLEDGE, ABILITIES, AND ANALYTICAL REQUIREMENTS

A Class C driver's license is required.

Required to communicate in clear and concise English, both orally and in writing; follow oral and written instructions; required to prepare short written and verbal messages for public consumption. Required to work cohesively with others.

Ability to comprehend, interpret and analyze radio and telephone messages and observations from the available transportation management systems in order to provide timely, accurate and understandable traveler information and appropriate notifications to staff and or management.

Knowledge of traffic characteristics, and the District's highway and freeway network.

Required knowledge of basic math for data reduction and calculations; must be able to develop knowledge and understanding of basic fundamentals of traffic engineering lending to the ability to analyze traffic situations. TMC Operators must have the ability to organize data and information in a logical manner and are expected to be resourceful and innovative to the extent necessary to complete tasks in a timely manner.

Ability to operate general office applications on a computer.

Must be able to perform multiple tasks during emergencies.

Ability to work early morning and late evening commute hours. Must be willing to work at night, on weekends or holidays as necessary to provide TMC activities throughout an emergency or inclement weather.

RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

Makes decisions concerning the operation of en-route traveler information systems in the TMC. The consequences of failure to perform the above task could result in delay of the traveling public, potentially hazardous traffic conditions, confusion of motorists and potential liability to the State.

PUBLIC AND INTERNAL CONTACTS

Must be able to meet and clearly communicate with general public, local agencies, other state agencies and various units in the District and Headquarters.

PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employee may be required to sit for long periods of time using multiple keyboards and video display terminals. Must be able to perform multiple tasks during emergencies and stressful situations. This position requires working irregular hours including night shifts, weekends and holidays; the incumbent will be expected to consistently report to work on time with a minimum of absences; demonstrate emotional stability and even temperament; show willingness and initiative to take independent, appropriate action.

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WORK ENVIRONMENT

While at their work assignment, employees will generally work in a climate-controlled office under dimmed artificial lighting. Employee may also be exposed to considerable noise from multiple communication radios and telephones. During major incidents, employee may be required to work as a representative in incident command post, typically in a controlled room facility.

I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

EMPLOYEE (Print)

EMPLOYEE (Signature)

DATE

I have discussed the duties with, and provided a copy of this duty statement to the employee named above.

SUPERVISOR (Print)

SUPERVISOR (Signature)

DATE